



Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, Virginia 23219

<http://www.dmas.state.va.us>

MEDICAID MEMO

TO: Providers of Community Mental Health Rehabilitative Services, Community Service Boards, and Managed Care Organizations

FROM: Cynthia B. Jones, Director
Department of Medical Assistance Services (DMAS)

MEMO: Special

DATE: 10/3/2011

SUBJECT: Update on the Independent Clinical Assessment (ICA) Process for Medicaid Children's Behavioral Health Services

On July 18, 2011, the Department of Medical Assistance Services (DMAS) began requiring an independent clinical assessment be a part of the service authorization process for the Medicaid and FAMIS children's community mental health rehabilitative services (CMHRS) of Intensive In-Home (IIH), Therapeutic Day Treatment (TDT), and Mental Health Support Services (MHSS) for individuals up to the age of 21. This Medicaid Memo provides additional information for providers regarding the process.

Requests for ICA Appointments for Service Re-authorizations

In order to expedite Community Services Board (CSB) response time for requests for re-authorization of services, providers are asked to inform parents/legal guardians to call for appointments no earlier than 35 calendar days prior to the end of the current service authorization. This will facilitate timely scheduling of appointments in advance of the authorization end date for the involved service.

Requesting ICA Appointments

In order to schedule a VICAP assessment, the parent/guardian must request the appointment. The parent/guardian must personally call the CSB-specific designated Virginia Independent Clinical Assessment (VICAP) phone number to schedule the appointment.

Calls to CSB

It is important that providers use the appropriate phone lines for assessments and process. In some areas of the state, a significant percentage of the phone calls made to the designated VICAP phone lines have been from providers making the calls when the parent/guardian is not present. If providers have questions about the VICAP process, they should call the established CSB/BHA business numbers, not the designated VICAP phone lines, as this will delay the ability of the parents/guardians to obtain requested appointments. A list of the numbers is on the DMAS Behavioral Health website at http://dmasva.dmas.virginia.gov/Content_pgs/obh-home.aspx.

Parent/Legal Guardian Participation for Mental Health Support Services

A parent/legal guardian does not need to be present for the ICA or sign related documentation if the child/youth is 18 years or older and is recommended for Mental Health Support Services, unless the youth

is entrusted to the local DSS. If the child/youth is living with the parent/legal guardian, involvement of the parent/legal guardian is expected during service provision.

Service Authorization Requests

Service providers are reminded that the documentation to demonstrate the medical necessity of Intensive In-Home, Day Treatment, and Mental Health Support Services remains the same. Service providers may reference the Independent Clinical Assessment Form but the service provider must insure that the service eligibility criteria are supported in the documentation to KePRO. Complete information will allow KePRO to process requests in a timely manner and avoid having to pend a case for further information.

Service Provider List

A list of service providers is maintained by DMAS. The list includes all enrolled providers and is posted on the DMAS Behavioral Health website. The list can be found at <http://dmasva.dmas.virginia.gov/Content/pgs/obh-home.aspx>.

VIRGINIA MEDICAID WEB PORTAL

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, check status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: www.virginiamedicaid.dmas.virginia.gov. If you have any questions regarding the Virginia Medicaid Web Portal, please contact the ACS Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

“HELPLINE”

The “HELPLINE” is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The “HELPLINE” numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your Medicaid Provider Identification Number available when you call.